

UPPER MOUNT GRAVATT STATE SCHOOL

# International Parent and Student Handbook



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## 1. Principal welcome

### *Welcome to Upper Mt Gravatt State School*

#### *Principal's Message*



Upper Mount Gravatt State School has an enduring commitment to teaching excellence for all children which is expressed both in terms of academic achievement and the delivery of emotionally resilient learners.

It is a great privilege to be Principal of an education community that, over the past 85 years, has demonstrated the highest ideals and moral purpose to prepare our students for a complex world of change and diversity.

The term "success" is multifaceted. We support students to develop their strengths and achieve their version of success. We understand that 'the whole' is worth more than the sum of its 'parts' at UMG. We embrace each other's strengths and work together in a meaningful and reflective manner to help shape success for all students.

We are an award winning institution, recognised State-wide for our ability to improve student performance. Beyond the classroom walls, we have extensive extra-curricular offerings across programs for sport, outdoor education, art, drama, music, student leadership, as well as computer, chess, Chinese and homework clubs.

Derek Brady

(Principal)



## 2. School details

Street address	1899 Logan Road Upper Mount Gravatt Queensland, 4122
Office hours	Monday – Friday 8:00 am – 3:30pm
Telephone:	07 3421 3111
Fax:	07 3421 3100
Absence line:	07 3421 3160 0437 929 945
Administration Email:	<a href="mailto:admin@upmtgravss.eq.edu.au">admin@upmtgravss.eq.edu.au</a>
Website:	<a href="http://www.upmtgravss.eq.edu.au">www.upmtgravss.eq.edu.au</a>
Facebook:	Upper Mount Gravatt State School – Shaping Success Together

## 3. Administration

Administration	Name	Telephone/contact
Principal	Derek Brady	3421 3111
Deputy Principal/s	Phillip Guy	
Head of Curriculum	Tracey Dillon	
<b>Financial matters</b>		
Business Manager	Michelle De Kock	
<b>Student attendance</b>		Absence line- 3421 3160 Or text message- 0437 929 945
<b>Student Wellbeing and Support</b> <ul style="list-style-type: none"><li>• Deputy Principal</li><li>• International Student Coordinator</li><li>• Guidance Officer</li></ul>	Phillip Guy Lyndal Oliver Lisa Flowers	

#### 4. School mission and values

OUR PURPOSE is to build a culture of continuous improvement and empower everyone to be the best they can be in all aspects of life.

OUR VALUES are Integrity, Respect and Diversity.

OUR VISION is Leading Education with Impact Building Successful, Resilient Citizens.

#### 5. International Team

The International Team are here to guide your child with their studies and to support them during their time at Upper Mount Gravatt State School.

Name	Role	Contact
Derek Brady	Principal	3421 3111
Phillip Guy	International Student Program – Line Manager	
Lyndal Oliver	International Student Coordinator	
Lyndal Oliver	English as a Second Language or Dialect (EAL/D) Teacher	

#### 6. Emergency contacts (during school hours)

An emergency is a situation that may/ does affect your student's health, safety or welfare.

In the event of an emergency during school hours please contact any of the people below immediately.

Name	Role	Contact
School Office		3421 3111

#### 7. Emergency contacts (after school hours and on the weekends)



Your child's safety is our number one priority. Because of this, we work with our partners to ensure they enjoy a safe and high-quality study experience. All Overseas students studying an international program at an accredited International Student Program (ISP) school and their parents can use our student support service called 1800 QSTUDY (1800 778 839).

The 1800 QSTUDY service provides support for you, your authorised contacts and Education Queensland International (EQI) homestay hosts, and responds to incidents that involve Overseas students outside school hours.

You can call 1800 QSTUDY before **9.00am** and after **3.00pm** on school days, and **24 hours** a day during weekends, public holidays and school vacations.

For more information on 1800 QStudy please go to the following link – [1800QStudy](#)

#### **What is the free call 1800 QSTUDY?**

1800 QSTUDY (+61 1800 778 839) is a free support phone service for Overseas students studying in state schools in Queensland. The service provides access to advice and assistance 24 hours a day, seven days a week. This also includes an emergency after-hours service which manages incidents for Overseas students participating in the International Student Program, Exchanges and Study Tours.

#### **When should I use the 1800 QSTUDY service?**

During school hours, school staff are your main point of contact but when school is closed and you would like to report an issue or you need urgent assistance, then phone free call 1800 QSTUDY.

At these times:

- Monday to Friday before 9am and after 3pm.
- Any time on the weekends (Saturday and Sunday).
- Any time during school holidays and public holidays.

### **8. Critical or life threatening situations - dial Triple Zero (000)**

A critical or life threatening situation includes:

- immediate danger
- physical or sexual assault
- serious injury or illness
- student threatened with violence
- there has been a death.

You can download the [Emergency+](#) application (app) from the Apple, Google and Microsoft app stores. The [Emergency+](#) app helps provide critical location to emergency services.

### **9. School emergency and lock down procedure**

A whole school Fire Drill and Lockdown Drill are practised each term. Students are trained how to respond to these situations by their classroom teacher. Visitors onsite at the time of a drill are required to follow the instructions for procedures given.





2:55pm	End of school

## Orientation

Upon arrival at Upper Mount Gravatt State School, the enrolling student and their guardian will be asked to complete a school enrolment form and provide evidence of passports and visas. An interview and an explanation of information in the Handbook will be conducted, along with a school tour.

<b>Orientation topic - checklist</b>
Principal welcome
Tour of the school and provision of a site map
Leading the parent through International Parent Handbook
Specifically discuss Visa conditions <ul style="list-style-type: none"> <li>• Attendance</li> <li>• Course progress</li> <li>• Behaviour</li> </ul>
Deferral, suspension and cancellation of enrolment
Complaints and appeals
Orientation to the local area <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Local area and activities</li> <li>• Getting around</li> <li>• Banks</li> <li>• Legal services</li> <li>• Emergency services</li> <li>• Hospital</li> <li>• Medical services</li> <li>• Shopping</li> <li>• Community facilities</li> </ul>
Obtain contact details

### Orientation handouts

- International Parent/Student Handbook
- Emergency contact details
- Booklist

### Assembly

Assembly at Upper Mount Gravatt State School is held on Wednesdays commencing at 2.30 pm – 2.50pm in the Sports Hall or via Teams link. Parents are welcome to attend.

## **12. What to do when**

### **12.1. Late for school or class**

If arriving after 9:00 am, report to the school office first. You will be issued with a late slip to give to your teacher.

### **12.2. Leaving school during the day**

If leaving school before the end of the day, parent needs to report to the office and sign out the student. The office will call the teacher to send the student to the office.

### **12.3. Feeling sick or unwell**

If a student is unwell, parents can phone the office in the morning or respond to SMS sent from the school. If a student becomes unwell through the day, the office will phone the parent to collect the student.

### **12.4. Changing address or contact details**

It is important to notify the office staff of any changes to address, phone or e-mail contact details.

### **12.5. Lost property**

Clothing and property should be named. Lost property is kept at the community café and students can check there.

### **12.6. Toilet access during class time**

Students are encouraged to use the toilet facilities before class and during break times, but may ask the teacher for permission to use the toilet at other times.

## **13. Accommodation and welfare**

### ***Care arrangements***

While studying, your student/s must live with you as the parent, legal custodian or Department of Home Affairs (DHA) approved guardian.

We will communicate with you as the parent, legal custodian or DHA approved guardian on all matters to do with your student's enrolment and schooling (including welfare matters). You can read more about EQI's Welfare and accommodation in the following documents:

- [Standard terms and conditions](#)
- [Accommodation and welfare](#)

## **14. Culture shock**

Culture shock is a common way to describe the feelings someone moving to a new and different culture might experience. Although moving can be an exciting and positive time, it can also be overwhelming with so many changes. It's natural to have difficulty adjusting at times, and important to remember that culture shock is temporary.

As a parent, being aware of your own and your child's culture shock can help you to manage the effects or seek any support you need.

Some signs of culture shock include:

- feeling isolated
- increasing frustration with your new country and school
- irregular sleep patterns
- spending a lot of time alone
- easily upset and can't concentrate at school.

Culture shock is often experienced in four distinct phases: honeymoon, negotiation, adjustment and adaptation.

### **1. Honeymoon phase**

The first stage of culture shock is usually positive. During the honeymoon phase the differences between the old and new culture are seen in a romantic light. For example, in moving to Australia to study, you might love the new food, the pace of life, and the locals' habits. During the first few weeks most students are fascinated by the new culture.

### **2. Frustration/ Distress phase**

After some time (usually around three months, depending on the individual), differences between the old and new culture become apparent and you may feel uneasy. Excitement may eventually give way to unpleasant feelings of frustration as a person continues to experience unfavorable events that may feel strange. Language barriers, traffic safety and food differences may heighten the sense of disconnection from the surroundings.

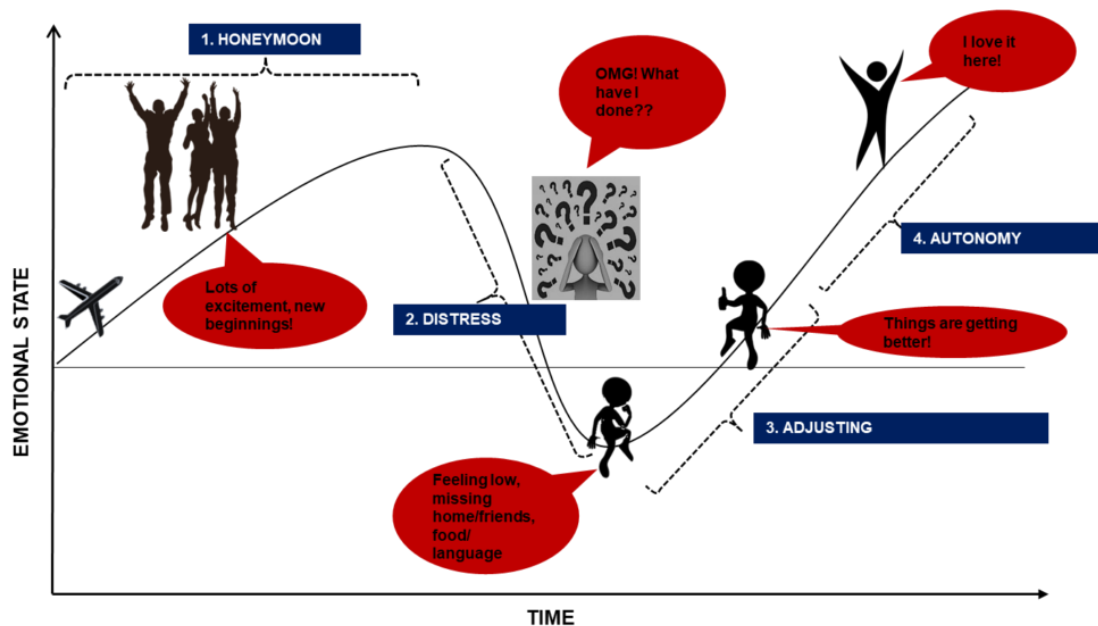
During this phase students adjusting to a new culture may feel lonely and homesick because they are not yet used to the new environment and new people they are meeting.

### **3. Adjusting phase**

After some time (usually 6 to 12 months), a person grows accustomed to the new culture and develops routines. During this phase a person knows what to expect in most situations and the host country no longer feels very new. During this phase people develop problem-solving skills for dealing with the culture and begins to accept the culture's ways with a positive attitude. The culture begins to make sense, and negative reactions and responses to the culture are reduced.

### **4. Acceptance/ Autonomy phase**

Individuals in the acceptance phase are able to participate fully and comfortably in the host culture. Mastery does not mean total conversion; people often keep many traits from their earlier culture, such as accents and languages.



If you think you or your child are feeling culture shock, here are some things that you can do:

- be patient with yourself and your child as culture shock is a normal reaction to a changed environment.
- surround your child with familiar objects and routines.
- watch for changes in your child's behaviour and listen openly.
- talk about how you are feeling with family, friends, or someone at the school.
- keep in contact with your loved ones back home.
- socialise and make new friends.

It is important to remember the following:

- culture shock is a perfectly normal part of the overseas study experience.
- the uncomfortable feelings will pass.
- this experience is an important learning opportunity, helping you to become versatile and adaptable to change. It will equip you with valuable life skills that are some of the greatest benefits of studying abroad.
- step outside of your comfort zone, make new friends, and take full advantage of the once-in-a-lifetime experiences while you can.

The international team are here to support you to have a wonderful experience at Upper Mount Gravatt State School.

## 15. Contact details

You must let your school know your residential address in Australia within seven days of arriving in Australia. You must also tell the school of any changes of residential address within seven days. Failure to do this may affect your student's visa.

We also need your current telephone number and email contact details. Any changes need to be given to us within seven days.

## 16. EQI Standard Terms and Conditions

Before you arrived in Australia you were provided with a copy of the [EQI Standard Terms and Conditions](#). The Standard Terms and Condition outline EQI policies that relate your responsibilities and rights and EQI's responsibilities and actions required to be taken during your child's course of study in Queensland.

If you have not read the Standard Terms and Conditions please do so. The Standard Terms and Conditions are available in the following languages:

- [Simplified Chinese](#)
- [German](#)
- [Italian](#)
- [Japanese](#)
- [Vietnamese](#)

## 17. Visa Conditions

### Attendance

Upper Mount Gravatt State School's attendance policy aims to ensure students are actively engaged in school and attend every day to ensure optimal individual outcomes and student engagement. We have high expectations of student attendance. Once you have enrolled your student/s at Upper Mount Gravatt State School it is your responsibility as a parent, legal custodian or DHS approved guardian to ensure that they are at school every day and that they arrive on time, ready to start class at 8.45am.

Your student/s is expected to maintain 100% attendance unless they are sick. You should always tell the school if you they cannot attend for all or part of the day.

In the event that your student/s are going to be absent from school please notify the school on the day of the absence via the absentee line 3421 3160 stating your student/s' name and class, your name, the reason for the absence and the expected return date.

The school will record your student/s attendance or absence every day. All absences are recorded on your school report. Electronic rolls will be marked every day. You will be texted in the event of an unexplained absence.

It is a condition of your student/s Sub-class 500 (schools) visa that they maintain satisfactory attendance during your period of study. Commonwealth law requires EQI to be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. EQI is required by law to report Overseas students who have breached attendance requirements.

### ***Important information about attendance***

- |                                       |  |
|---------------------------------------|--|
| • Start and finish times              | School hours: 8:45 am – 2:55 pm                            |
| • Late arrival process                | Report to the office if arriving after 9:00 am.            |
| • School absence telephone number     | 3421 3160  |
| • Serious, injury or incident process | School office will inform parent and administer First Aid. |

### ***How attendance is recorded at Upper Mount Gravatt State School***

#### **Full day absences**

Class rolls are marked at 9:00am each morning and 2:00pm each afternoon and recorded in OneSchool. Please contact the school in case of student absence.

#### **Part day absences**

Late arrival or partial absence is also recorded in OneSchool.

Table – Absence codes for full or part day absence

<b>Type of Absence</b>	<b>Code</b>	<b>Explanatory notes</b>
Entire day	A	Student was absent entire day.
Early (No Penalty)	E	Student left early, but within the final two hours of scheduled schooling. This will not count as an afternoon/half day absence.  If the student left earlier than two hours prior to the end of the scheduled school day, this will count as an afternoon/half day absence (see "P" code).
Late (No Penalty)	L	Student arrived late, but within two hours of scheduled schooling. This will not count as a morning/half day absence.  If the student arrived after the first two hours of the scheduled school day, this will count as a morning/half day absence (see "M" code).
Morning	M	Student was absent for the morning. This will count as a half day absence.
Afternoon	P	Student was absent for the afternoon. This will count as a half day absence.

#### ***At risk of failing to meet attendance requirements***

In the [EQI Standard Terms and Conditions](#) your student is considered to be at risk of failing to meet attendance requirements if:

- the student/s is absent for five consecutive days or more;
- their attendance falls to 90% of the course contact hours in any [school term](#); or
- the school has concerns about their attendance record.

The school may require to meet with you to discuss your student's attendance record and provide evidence explaining the absences (such as medical certificates).

If attendance falls to 85% of the course contact hours in any term we will provide you as the parent, legal custodians or DHS approved guardian a written warning.

### ***Unsatisfactory attendance***

If your student/s do not maintain at least 80% of course contact hours, EQI will notify you in writing of their intention to report your student to authorities for not achieving satisfactory attendance. EQI may exercise discretion not to report if:

- evidence is provided that demonstrates compassionate or compelling circumstances explaining the absences;
- EQI are satisfied that, in all the circumstances, it is reasonable not to report; and
- your student/s' attendance record is at least 70% (if attendance falls below 70%, EQI is required by law to report your student).

If you receive a notice of EQI's intention to report your student to authorities, you have the rights set out under the Appeals Policy section of the [EQI Standard Terms and Conditions](#).

You can read in more detail about your attendance requirements at:

- [EQI Standard Terms and Conditions](#)
- EQI Attendance – Subclass 500 (schools) visa procedure
- [Managing student absences and enforcing attendance at state schools](#)

### **Course progress**

Overseas students must maintain satisfactory [course progress](#) for each study period as required by EQI and outlined in the [Entry and course requirement standards](#). Maintaining satisfactory course progress is a condition of your student/s' student visa. If their course progress is not satisfactory, EQI will report it to authorities and the student visa may be cancelled.

At Upper Mount Gravatt State School we provide written reports to you as parent, legal custodians or DHA approved guardian every semester as per the [P-12 curriculum assessment and reporting framework](#) available on the Queensland Department of Education website.

Your student/s must complete their course within the time set out in the Confirmation of Enrolment that EQI sent you.

EQI may extend the time to complete a course only if:

- there are compassionate or compelling circumstances;
  - the course load is reduced because of difficulty making satisfactory course progress;
- or
- a deferral or suspension of study is approved (see the [Deferral, Suspension and Cancellation Policy](#) section of the [EQI Standard Terms and Conditions](#)).

Where there is an adjustment to course length you must contact the Department of Home Affairs to seek advice about any potential impacts on your student's visa, including the need to obtain a new visa.

### ***Unsatisfactory course progress***

Upper Mount Gravatt State School will monitor your student/s workload and results to ensure they complete the course on time. We will also assist your student/s if they are having difficulties. If they are at risk of not meeting course progress requirements, we will implement suitable intervention strategies with enough time for them to achieve satisfactory course progress.

### ***Formal intervention***

If your student/s are not making satisfactory course progress, the principal will give you, as the parent, legal custodian or DHA approved guardian a written warning. Your student will be required to meet with the principal to develop a plan to improve your performance.

If your student/s' next study period report indicates continuing unsatisfactory course progress, EQI will notify you in writing of our intention to report you to authorities for breaching the requirement of your visa to achieve satisfactory course progress.

EQI may notify you earlier if, in their opinion, your student/s will not be capable of meeting the course requirements. If you receive a notice of EQI's intention to report to authorities, your student have the rights set out under the **Appeals Policy** section of [EQI Standard Terms and Conditions](#)

You can read in more detail about course progress requirements at:

- [EQI Standard Terms and Conditions](#)
- [Course progress – Subclass 500 \(schools visa procedure\)](#)

### **Behaviour**

Upper Mount Gravatt State School is committed to providing a safe, respectful and disciplined learning environment for students and staff, where students have opportunities to engage in quality learning experiences and acquire support of their lifelong wellbeing.

The Upper Mount Gravatt State School Responsible Behaviour Plan/Student Code of Conduct <https://upmtgravss.eq.edu.au/support-and-resources/student-code-of-conduct> is available on the school website. The Responsible Behaviour Plan for Students/ Student Code of Conduct is designed to facilitate high standards of behaviour so that the learning and teaching in our school can be effective and students can participate positively within our school community.

[EQI Standard Terms and Conditions](#) state that at school your student/s must:

- participate actively at school;
- take responsibility for their own behaviour and learning;
- respect other members of the school community and the school environment and property;
- cooperate with staff and others in authority; and
- comply with the Upper Mount Gravatt State School's rules – Student Code of Conduct and school policy and procedures



At all times your student/s must:

- comply with Australian laws and with the conditions of their student visa;
- not drink alcohol, smoke, misuse prescription medication or use illegal drugs;
- not do anything that endangers their safety or the safety of other people; and
- not do anything that may bring their school or the International Student Program into disrepute.

If your student/s' behaviour is unsatisfactory, EQI may cancel or suspend their enrolment. This may affect their student visa.

## **18. English as a Second Language or Dialect (EAL/D)**

Upon arrival, International Students who speak English as an additional language or dialect are assessed by the EAL/D teacher and classroom teacher. Students will receive small group/individualised support and/or classroom support to develop their English skills and ensure their participation in class and school activities.

## **19. Student services and support programs**

Our school has the following study programs to support your child in their studies:

Classes follow the Queensland Curriculum and students participate in all learning areas for their year level. Support for students may be in-class support with Education Assistants or small group withdrawal with the EAL/D teacher.

## **20. Academic policy and assessment**

At Upper Mount Gravatt State School, the Australian Curriculum is taught and assessed at each Year level. Diverse learners are given the opportunity to engage with the curriculum and demonstrate their learning through a range of platforms, including the use of technology. Adjustments are made for individual students who may require support in the classroom.

## **21. Legal services**

There are a variety of legal services in the community around our school. If you need to access legal services please see the International Student Coordinator.

[Legal Aid Queensland](http://www.legalaid.qld.gov.au) can help with free advice about most personal legal problems including civil law problems such as consumer issues. You can contact Legal Aid Queensland at [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au) or call 1300 651 188 Monday to Friday 8:30am to 5:00pm.

For legal advice you can also contact a private solicitor or a [Community Legal Centre](#).

## **22. Afterhours support and health services**

If your student requires afterhours support or assistance with an urgent program matter you can call [1800 QSTUDY](tel:1800778839) (1800 778 839). You can also call your student's Overseas Student Health Cover (OSHC) provider.

### ***Overseas student Health Cover (OSHC)***

OSHC is insurance to assist Overseas students meet the costs of (Public) medical and hospital care that they may need while in Australia. OSHC will also pay limited benefits for pharmaceuticals and ambulance services, depending on the level of cover.

Details and costs of policies, including what an OSHC policy will and won't cover, and any waiting periods that may apply to certain treatment types, can be obtained by contacting each insurer directly.

OSHC is considered adequate health insurance, however, if you find your student's OSHC policy does not cover you for everything you want, you can take out additional private health/travel insurance.

The OSHC provider can help you with a range of medical advice. You **should** check with your OSHC provider website as the services and support provided can vary from provider to provider.

Common advice and support OSHC providers may provide include:

- medical assistance
- referral to a doctor for medical treatment
- getting access to an interpreting service
- counselling services
- referral to a legal service
- family and friends messaging services in the event of an emergency
- personal safety

OSHC providers in Australia include:

Australian Health Management (ahm)

[www.ahmoshc.com.au](http://www.ahmoshc.com.au)

Allianz

[www.allianzassistancehealth.com.au](http://www.allianzassistancehealth.com.au)

BUPA Australia

[www.bupa.com.au/health-insurance/oshc](http://www.bupa.com.au/health-insurance/oshc)

Medibank Private

[www.medibank.com.au/overseas-health-insurance/oshc](http://www.medibank.com.au/overseas-health-insurance/oshc)

NIB Health Funds Limited

[www.nib.com.au/overseas-students](http://www.nib.com.au/overseas-students)

## 23. Medical matters

### *Health information*

To help us support you, we need you to tell us everything we might need to know about your student/s' physical and mental health, including medical history, conditions and allergies, and all medications so we can organise anything they might need and approve and monitor their support and general welfare arrangements as required by your student visa. This applies before you arrive in Australia and during your stay.

### *Medication*

If your student/s' needs to take medication while at school, the medication needs to have a pharmacy label and be handed in to administration. You will need to complete a consent to administer medical form. Your student/s will need to come to the office at the time the medication is required.

## 24. Medical treatment

If your student/s needs medical or other health care (other than routine care for minor illness or injury), we will use our best endeavours to contact you as a parent or legal custodian as soon as reasonably possible.

We may, as we think appropriate and in your student/s best interests:

- provide or administer over-the-counter or prescribed medications; and
- administer first aid. Adapt this sections as it applies to your school

For further information please see the [EQI Standard Terms and Conditions](#)

## 25. Fees

### Tuition

Tuition fees for EQI (CRICOS Provider Code: 00608A) cover:

- all curriculum schooling and teaching costs

### Non-tuition fees

Some non-tuition fees may also apply for items such as school uniforms and non-curriculum activities. Please check with your International Student Coordinator. The purchase of school uniforms and required books are at the student's own expense. An ICT levy of \$80 is charged to provide students with computer and i-pad usage and school licenses for access to relevant websites and Apps. At times, students are given the opportunity to participate in incursions and excursions at their own expense.

### Overseas student Health Cover (OSHC)

OSHC fees are determined by the OSHC provider and are subject to change. For further information on OSHC, please refer to your OSHC provider.

More information regarding fees can be found at the following link:

- [Fees](#)

## 26. Transfer policy

You may apply to transfer your student between Queensland Government schools, a non-government school or another institution registered under Australian law to provide education to overseas students.

Additional tuition or other non-tuition fees may apply for the new school, depending on the school and course chosen.

Before applying for a transfer, you should talk to your student/s' International Student Coordinator and consider any relevant enrolment deadlines at other schools or institutions.

For more detailed information please see the following documents.

- [Entry and course requirements](#)
- [Standard Terms and conditions](#)

## 27. Complaints

Before you lodge a customer complaint with the department, you are encouraged to contact your school to try to resolve your issue. If you have an issue with your course you should discuss this with your International Student Coordinator.

If you have an issue relating to the International Student Coordinator or a decision they have made, you should discuss this with your school Principal. You can bring a support person to help you at any meeting.

Customer complaints are managed in accordance with the Department of Education's Customer [Complaints Management Framework](#) and the [Standard Terms and Conditions](#) you were provided with prior to commencing your course.

You can make a formal complaint if you are dissatisfied about the service or action of a school, the department, its staff, or education agents with which EQI has arrangements deliver your course-related service. EQI does not charge a fee for accessing the complaints process.

You can ask for help writing your complaint (for example, from your parents, your homestay provider or a lawyer) and can bring a support person to help you at any meetings we have to discuss your complaint.

Read more on complaints and appeals at the following link: [Complaints and appeal – Subclass \(500\) procedure](#).

## 28. Appeals

You can appeal a decision EQI makes (**Internal Appeal**):

- to report you to authorities (see the [Attendance](#) and [Course Progress Policy](#))
- not to defer or suspend your enrolment, as requested by you (see the [Deferral, Suspension and Cancellation Policy](#));
- to suspend or cancel your enrolment, as initiated by us (see the [Deferral, Suspension and Cancellation Policy](#));
- to refuse your request for a transfer (see the [Transfer Policy](#)); or
- as a result of your complaint to us (see the [Complaints and appeals procedure](#) ).

EQI does not charge a fee for using the appeals process.

### External appeal

If you are not satisfied with the decision, you can lodge a complaint (**External Appeal**) with the Queensland Ombudsman by email to [ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au) or by post to Queensland Ombudsman, GPO Box 3314, and Brisbane Qld 4001 within 10 working days of receiving our decision.

EQI will comply with any decision the Ombudsman makes.

## 29. Refund policy

### Your rights

If your student/s do not complete their course, you may apply for a refund of some fees already paid by you (in certain circumstances). Some tuition and non-tuition fees charged by EQI are not refundable.

EQI will also pay any other refunds required by Australian law. If you demonstrate compassionate or compelling circumstances, EQI may agree to refund other unspent fees at their discretion.

Refund requests for OSHC fees must be made to your Overseas student Health Insurance (OSHC) provider.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

More detail regarding refunds can be accessed at:

- [Standard Terms and Conditions](#)
- [Refund request form](#)

## 30. School policy and procedures

### 30.1. Anti-bullying policy/ Code of Conduct/ Responsible behaviour policy

<https://upmtgravss.eq.edu.au/support-and-resources/student-code-of-conduct>

30.2. **Anti-litter policy** – It is expected that all procedures for disposing of litter responsibly are followed.

30.3. **School network and internet policy** – An internet usage agreement will be discussed and signed when enrolling. Please refer to policy and agreement statements:

<https://upmtgravss.eq.edu.au/curriculum/bring-your-own-device>

30.4. **Use of mobile phones** – Mobile phones should be handed to the office before school and collected after dismissal.

30.5. **Uniform requirements**- It is a requirement that students wear the correct uniform and closed shoes. <https://theschoollocker.com.au/>

Our Uniform is sold at [The School Locker](#). They have a permanent room situated on site at the school. They also take orders online via their website or families can visit their store at Loganholme.

The School Locker store located onsite is open on Wednesday 8am -10.30am.

School uniform and closed shoes are required to be worn each day. A coloured Sports house shirt may be worn on Fridays. A hat must be worn at all times (Prep to 12) when outside the classroom.

### **31. Booklist and bookshop**

Upon arrival, you will be provided with the appropriate year level booklist for your student. These are available on the school website but may be subject to change each year.

<https://upmtgravss.eq.edu.au/enrolments/booklists>

### **32. Transport**

There is a bus stop outside the school on Logan Road for buses towards Brisbane city and across the road to travel to the bus interchange at Westfield Garden City Mall. Please note, car parks are for staff use only.

### **33. House Structure**

Students are organised into three houses for the purpose of sporting events and point competitions. House shirts are worn on Fridays for point collection.

#### **33.1. House Groups**

Logan - Yellow

Klumpp - Red

Kessels - Green

### **34. School Leadership Opportunities**

Upper Mount Gravatt State School values students and the roles that they can play in making our school successful and great. We take student leadership very seriously here, and endeavour to give students rich, genuine, and worthwhile leadership responsibilities and delegations that have a positive impact on our school.

Our student leaders are responsible for undertaking key roles in school events and ceremonies such as school parades, ANZAC Day and Year 6 Graduation.

School Leadership positions are: School Captains and Sports House Captains.

### **35. Swimming**

In Queensland, where water activities are part of our lifestyle, the safety of our children and families in and around the water is paramount. Water safety is a life skill which starts from the moment a child comes into contact with water through all stages to adult life.

Queensland state schools, in Prep to Year 6, are required to offer a water safety and swimming program. Participation in these programs by students is not compulsory. Parents can choose for their child not to participate. For more information please talk to Mr Stephen Good regarding swimming and water safety lesson for your child.

More information regarding water safety and swimming can be found at:

<https://education.qld.gov.au/curriculum/stages-of-schooling/water-safety-and-swimming>

### 36. Surf and Beach safety

Queensland has some of the most beautiful beaches in the world. However, they can be dangerous for people who are not used to the ocean. Understanding the ocean is very important – the more you know about how waves, wind and tides affect conditions in the water, the better able people are to remain safe.

#### Surf Life Saving Australia's 10 Surf Safety Hints

1. Always swim or surf at places patrolled by surf lifesavers or lifeguards.
2. Swim between the red and yellow flags. They mark the safest area to swim.
3. Always swim under supervision or with a friend.
4. Read and obey the signs.
5. Don't swim directly after a meal.
6. Don't swim under the influence of drugs or alcohol.
7. If you are unsure of surf conditions, ask a lifesaver or lifeguard.
8. Never run and dive into the water. Even if you have checked before, conditions can change.
9. If you get into trouble in the water, don't panic. Raise your arm for help, float and wait for assistance.
10. Float with a current or undertow. Stay calm. Don't try to swim against it. Signal for help and wait for assistance.

#### Useful links

- [Queensland Surf Lifesaving](#)
- <https://beachsafe.org.au/> at this link you can download their Beach Safe app.



### **Sun safe**

Most of the sun's dangerous UV radiation (as much as 70%) occurs in the middle of the day, so if you are heading outside then you need to take particular care to seek shade, cover up, wear a hat and use sunscreen. Drink plenty of water in hot weather so as not to become dehydrated. Be sun safe by:

- avoid direct sun when possible
- drink plenty of water
- wear a long-sleeve shirt, wide brim hat and sunglasses
- regularly apply an SPF 30+ high protection sunscreen.

### **37. Road Safety**

Australian roads can be quite busy during peak time (mornings and afternoons are). It is important to take care when crossing roads, and always cross at intersections with traffic lights and/or pedestrian crossing zones. In Australia we drive on the left-hand side of the road and as such, you will need to **look right, look left, and then look right again before crossing.**

### **38. School camps and excursions**

Upper Mount Gravatt State School encourages educational excursions and camps which broaden the learning experiences of our students. Excursions and camps are closely linked to regular classroom instruction and utilise the community and regional resources as part of the curriculum.

### **39. School Tuckshop**

Upper Mount Gravatt State School does not operate a tuckshop or canteen. Students need to bring a packed lunch for two lunch breaks and a re-fillable water bottle.

### **40. Clubs and extra-curricular activities**

At times, various organisations make extra-curricula activities available after school for a fee. These may include tennis, chess, dance and soccer. Flyers are sent home through the students or via newsletter. Homework club also operates on given days after school, free of charge.

### **41. After school care**

Before- school and After- school care is provided on campus through the YMCA organisation. They are located on the ground floor of A block and can be contacted on 3342 2244, mobile 0419522663 or e-mail [amg@ymcabrisbane.org](mailto:amg@ymcabrisbane.org).

### **42. School newsletters**

Upper Mount Gravatt State School produces a School Newsletter each fortnight. The newsletter can be accessed from the school website and via e-mail.

### **43. Volunteering opportunities**

Opportunities for parents to volunteer at school events are often available through the school's P & C association to support school sporting and/or cultural events or fundraising.

### **44. Other inclusions specific to your school**

Upper Mount Gravatt State School delivers the curriculum through an engaging variety of learning platforms and is a BYO Device (i-pad) school. Devices may also be available for students to use while on school premises.

<https://upmtgravss.eq.edu.au/curriculum/bring-your-own-device>